

OFFICIAL FILE
ILLINOIS COMMERCE COMMISSION

Application for a Certificate of
Interexchange Authority
to Operate as a Reseller of
Telecommunications Services
in the Entire State of Illinois

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Docket No. _____

ORIGINAL
ILLINOIS COMMERCE COMMISSION
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07-0535

**APPLICATION FOR CERTIFICATE TO BECOME A
TELECOMMUNICATIONS CARRIER**

GENERAL

1. Applicants Name (including d/b/a, if any)

CenturyTel Long Distance, LLC
100 CenturyTel Drive
Monroe, LA 71203
Telephone: (318) 388 - 9000
Toll-Free: (800) 658 - 9028
FEIN # 80-0070735

2. Authority Requested: (Mark all that apply)

- ☐ 13-403 Facilities-Based Interexchange
☒ 13-404 Resale of Local and/or Interexchange
☐ 13-405 Facilities-Based Local

3. Request for waivers/variances:

In applications for local exchange service authority under Sections 13-404 or 13-405, waivers of Part 710 and of Section 735.180 of Part 735 are generally requested. In applications for interexchange service authority under Sections 13-403 and 13-404, waivers of Part 710 and Part 735 are generally requested. Please indicate which waivers Applicant is requesting and explain why Applicant is requesting each waiver/variance.

- ☒ Part 710 Uniform System of Accounts for Telecommunications Carriers
☐ Part 735 Procedures Governing the Establishment of Credit, Billing, Deposits, Termination of Service and Issuance of Telephone directories for Local Exchange Telecommunications Carriers in the State of Illinois
☒ Section 735.180 Directories
☒ Other 83 Ill Adm. Code Part 250 (keeping administrative books in Illinois)

4. For all applicants requesting local exchange authority under Section 13-404 or Section 13-405, please complete the following:

- (a) the Standard Questions for Applicants Seeking Local Exchange Service Authority found in Appendix A of this document
- (b) the 9-1-1 Questions for Applicants Seeking Local Exchange Service Authority found in Appendix B of this document;
- (c) the Financial Questions for Applicants Seeking Local Exchange Service Authority found in Appendix C of this document; and
- (d) if applicable, the Prepaid Service Questions for Applicants Seeking Local Exchange Service Authority found in Appendix D of this document.

Not Applicable. CenturyTel Long Distance, LLC does not offer local exchange services.

5. In what area of the state does the Applicant propose to provide service?

CenturyTel Long Distance, LLC proposes to offer its services statewide throughout Illinois.

6. Please attach a sheet designating contact persons to work with Staff on the following:
Please identify each contact person's (i) name, (ii) title, (iii) mailing address, (iv) telephone number, (v) facsimile number, and (vi) e-mail address.

(a) issues related to processing this application

Thomas M. Forte
Consultant to CenturyTel Long Distance, LLC
Technologies Management, Inc.
2600 Maitland Center Parkway, Suite 300
Maitland, FL 32751
Telephone: (407) 740 - 3001
E-Mail: tforte@tminc.com

Facsimile: (407) 740 - 0613

(b) consumer issues

Karen Yeske, Supervisor
CenturyTel Long Distance, LLC
100 CenturyTel Drive
Monroe, LA 71203
Telephone: (318) 388 - 9028
E-Mail: CLD-afterhours@centurytel.com

Facsimile: (318) 388 - 9602

(c) Customer complaint resolution

Karen Yeske, Supervisor
CenturyTel Long Distance, LLC
100 CenturyTel Drive
Monroe, LA 71203
Telephone: (318) 388 - 9028
E-Mail: CLD-afterhours@centurytel.com

Facsimile: (318) 388 - 9602

6. **Please attach a sheet designating contact persons to work with Staff on the following:
(Cont'd.)**

(d) technical and service quality issues

Chantel Mosby
CenturyTel Long Distance, LLC
100 CenturyTel Drive
Monroe, LA 71203
Telephone: (318) 388 - 9000
E-Mail: Chantel.Mosby@CenturyTel.com

(e) "tariff" and pricing issues

Chantel Mosby
CenturyTel Long Distance, LLC
100 CenturyTel Drive
Monroe, LA 71203
Telephone: (318) 388 - 9000
E-Mail: Chantel.Mosby@CenturyTel.com

(f) 9-1-1 issues

Chantel Mosby
CenturyTel Long Distance, LLC
100 CenturyTel Drive
Monroe, LA 71203
Telephone: (318) 388 - 9000
E-Mail: Chantel.Mosby@CenturyTel.com

(g) security/law enforcement

Chantel Mosby
CenturyTel Long Distance, LLC
100 CenturyTel Drive
Monroe, LA 71203
Telephone: (318) 388 - 9000
E-Mail: Chantel.Mosby@CenturyTel.com

7. Please check type of organization?

- ☐ Individual ☐ Corporation
☐ Partnership **Date Corporation was formed:**
 In What State? Louisiana
☒ Other – LLC

8. Submit a copy of articles of incorporation and a copy of certificate of authority to transact business in Illinois.

The Articles of Organization and a copy of CenturyTel's Illinois Secretary of State certificate are attached as Exhibit I.

9. List jurisdictions in which Applicant is offering service(s).

CenturyTel Long Distance, LLC will be offering its services to the entire State of Illinois.

10. **Has the Applicant, or any principal in Applicant, been denied a Certificate of Service or had its certification revoked or suspended in any jurisdiction in this or another name?**

- ☐ Yes (please provide details)
☒ No

11. Have there been any complaints or judgements levied against the Applicant in any other jurisdiction?

- ☐ Yes (please provide details)
☒ No

12. Has Applicant provided service under any other name?

- ☐ Yes (please provide list)
- ☒ No

13. Will the Applicant keep its books and records in Illinois?

- ☐ Yes
- ☒ No (if No, permission pursuant to 83 Ill Adm. Code Part 250 needs to be requested).

Please see question No. 3.

MANAGERIAL

14. Please attach evidence of the applicant's managerial and technical resources and ability to provide service. This may be in either narrative form, resumes of key personnel, or a combination of these forms.

Please see Exhibit II for the Company's resumes of key personnel.

15. List officers of Applicant.

The following individuals are officers and directors of CenturyTel Long Distance, LLC and can be reached at the Company's corporate headquarters at Monroe, LA.

Line No.	Title (a)	Name (b)	Address (c)
1	President	Karen A. Puckett	100 CenturyTel Drive Monroe, Louisiana 71203
2	Executive VP and CEO	R. Stewart Ewing, Jr.	100 CenturyTel Drive Monroe, Louisiana 71203
3	Sr. VP, General Counsel, and Corporate Secretary	Stacey W. Goff	100 CenturyTel Drive Monroe, Louisiana 71203
4	VP External Affairs	Jeffrey Glover	100 CenturyTel Drive Monroe, Louisiana 71203
5	Secretary	Kay C. Buchart	100 CenturyTel Drive Monroe, Louisiana 71203

16. Does any officer of Applicant have an ownership or other interest in any other entity that has provided or is currently providing telecommunications services?

☐ Yes (if Yes, list entity.)
☒ No

17. How will Applicant bill for its service(s)? (At a minimum, describe how often the Applicant will bill for service and details of the billing statement.)

CenturyTel will direct bill for services it provides within the State of Illinois.

18. How does Applicant propose to handle service, billing, and repair complaints? (At a minimum, describe Applicant's internal process for complaint resolution, the complaint escalation process, the timeframe and process by which the Customer is notified by Applicant that they may seek assistance from the Commission?)

The toll-free number for customer service is 800-658-9028 for inquiries and complaints. The Customer Service Department is staffed Monday through Friday from 8 AM to 5 PM Eastern Standard Time. After hour emergencies are handled by a recorded message. All messages are called back on the next business day.

19. Will personnel be available at Applicant's business office during regular working hours to respond to inquiries about service or billing?

- ☒ Yes
- ☐ No

20. What telephone number(s) would a Customer use to contact your Company?

CenturyTel Long Distance, LLC's Customer service toll-free phone number is 800-658-9028.

21. Will Applicant abide by all Federal and State slamming and cramming laws pursuant to Section 13-902 of the Public Utilities Act and Section 258 of the 1996 Telecommunications Act?

- ☒ Yes
- ☐ No

22. Please describe applicant's procedures to prevent slamming and cramming of Customers?

The Company will utilize direct telemarketing with independent third party verification for services provided to residential and small business entities. All other customers will be required to sign a contract with the company for any business services.

23. If granted authority to operate as a local exchange carrier, will the applicant abide by the following 83 Illinois Administrative Code Parts: 705, 710, 720, 725, 730, 732, 735, 755, 756, 757, 770, and 772?

- ☐ Yes
- ☐ No (If No, please provide an explanation)
- ☒ Not Applicable.

24. Is Applicant aware that it must file tariffs prior to providing service in Illinois?

- ☒ Yes
- ☐ No

FINANCIAL

Please attach evidence of Applicant's financial fitness through the submission of its most current income statement and balance sheet, or other appropriate documentation of applicant's financial resources and ability to provide service.

CenturyTel Long Distance, LLC is providing the financial statements of its parent company, CenturyTel, Inc., in Exhibit III, as proof of its financial ability to provide service within Illinois.

26. Does Applicant utilize its own equipment and/or facilities?

- ☐ Yes (if Yes, please list the facilities Applicant intends to utilize. Also include evidence that Applicant possesses the necessary technical resources to deploy and maintain said facilities)
- ☒ No (If No, which facility provider(s) services does the Applicant intend to use:

CenturyTel Long Distance, LLC will be utilizing the facilities of its underlying carrier, Qwest.

27. Please describe the nature of service to be provided (e.g., operator services, internet, debit cards, long distance service, data services, local service, prepaid local service).

CenturyTel Long Distance, LLC proposes to offer long distance service to customers within Illinois. Services will be offered on a per minute basis with certain plans having a monthly recurring charge associated with them.

Service is provided through the Company's underlying carrier that have been selected for the best combination of quality and price. The underlying carrier must identify the ANI of the CenturyTel Long Distance, LLC Customer in order to complete the call.

28. Will technical personnel be available at all times to assist Customers with service problems?

- ☐ Yes
- ☒ No

CenturyTel Long Distance, LLC utilizes a nationwide toll-free number 800-658-9028 for customer service.

29. If Applicant intends to provide payphone service, will the equipment utilized comply with FCC requirements and Finding (9) of the Commission Order entered in Docket No. 84-0442 on June 11, 1986, including, but not limited to:

- (a) touch dialing;
- (b) access to 9-1-1 and "0" operator dialing without use of a coin;
- (c) rules governing use of payphones by disabled persons;
- (d) ability to complete local and long-distance calls;
- (e) unlimited duration for local calls; and
- (f) a message explaining the telephone's general operations, dialing instructions for emergency assistance, payphone owner's name, method of reporting service problems and method of receiving credit for faulty calls?

- ☐ Yes
- ☐ No
- ☒ Not Applicable.



Jeffrey Glover, Vice President - External Affairs
CenturyTel Long Distance, LLC

9/25/07

Date:

VERIFICATION

This application shall be verified under oath.

OATH

STATE OF LOUISIANA

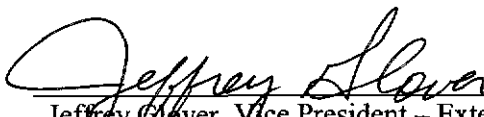
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I, Jeffrey Glover, acting on behalf of CenturyTel Long Distance, LLC, first being duly sworn upon an oath depose and say I am Vice President of External Relations for CenturyTel Service Group, Inc. CenturyTel Service Group, Inc. and CenturyTel Long Distance, LLC are wholly owned subsidiaries of CenturyTel, Inc.; and that the facts set forth in the foregoing report have been prepared under his direction, from the original books, papers and records of said company, that he examined same, and declares same to be true and correct to the best of his knowledge and belief. Further, that applicant has full knowledge of the Illinois Commerce Commission's jurisdiction affecting providers of interexchange services and will comply with the applicable requirement of this Commission.



Jeffrey Glover, Vice President – External Affairs
CenturyTel Service Group, Inc.

9/25/07

Date:

Subscribed and sworn to before me on this 25th Day of September, 2007.

Wanita W. Jones 65607
(NOTARY PUBLIC)

My Commission expires on: at Death